

## MEMORANDUM

TO: Chairman Pat Miller  
Director Debi Tate  
Director Sara Kyle  
Director Ron Jones

FROM: Eddie Roberson, Jr.  
Chief, Consumer Services Division

DATE: June 13, 2005

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-MAY<sup>1</sup>

-----

Regulated utility complaints received and investigated in May	104
Non-regulated complaints received and investigated in May:	5
Number of follow-up investigations made in May:	288
Year-to-date regulated utility complaint total:	686
Number of Telemarketing complaints investigated in May:	19
Year-to-date Telemarketing complaints	164
Year-to-date total of Tennesseans signed up for Do Not Call Register:	1,968,475
Number of active telemarketing solicitors:	606
Number of Do Not Fax complaints investigated in May:	119
Year-to-date total of Do Not Fax complaints	436
Year-to-date total TDAP devices ordered:	694
Number of calls to MCI Relay Center Intrastate: 44,218	Interstate: 6,604
	50,822

---

<sup>1</sup> Data in this report May change as information is updated.

**Regulated Table**

(Number of Regulated complaints received in May 2005)

**Telephone Company's**

1. BellSouth	36
2. CenturyTel	1
3. Millington	1
4. Sprint United	5
5. TDS	1

**CLECS**

1. Aeneas	1
2. AT&T Business	2
3. Birch	2
4. BTI	1
5. Electric Power Board	1
6. MCI	3
7. Momentum	1
8. XO	2
9. Xspedius	3

**Long Distance Companies**

1. AT&T Residential	8
2. BellSouth	1
3. MCI	2
4. Sprint	1

**Gas, Water & Electric**

1. Atlanta Gas	2
2. Atmos Energy	4
3. Gasco	10
4. NGC	3

**Resellers**

1. Access Integrated Networks	1
2. ITI	1
3. Kiss Long Distance	1
4. Legacy Long Distance	1
5. Lifeline	1
6. Matrix	1
7. Nationwide Connect	1
8. Network Telephone	1
9. Orbit Telecom	1
10. Q-Tel	1
11. Ring Again	1
12. Talk America	1
13. Telagent	1

**Regulated Complaints for NR Companies**

1. Cingular Wireless	1
----------------------	---

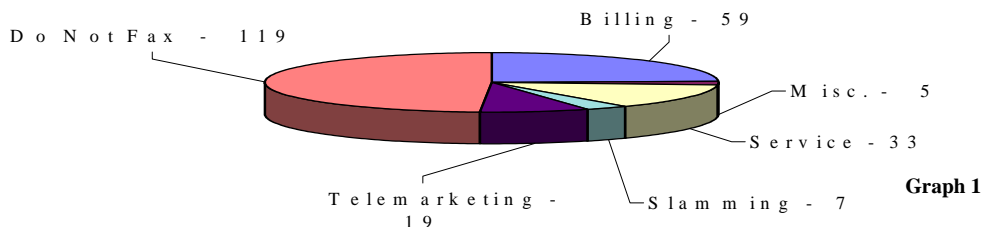
**Non Regulated Complaints**

1. BellSouth	3
2. Sprint Long Distance	1
3. TDS	1

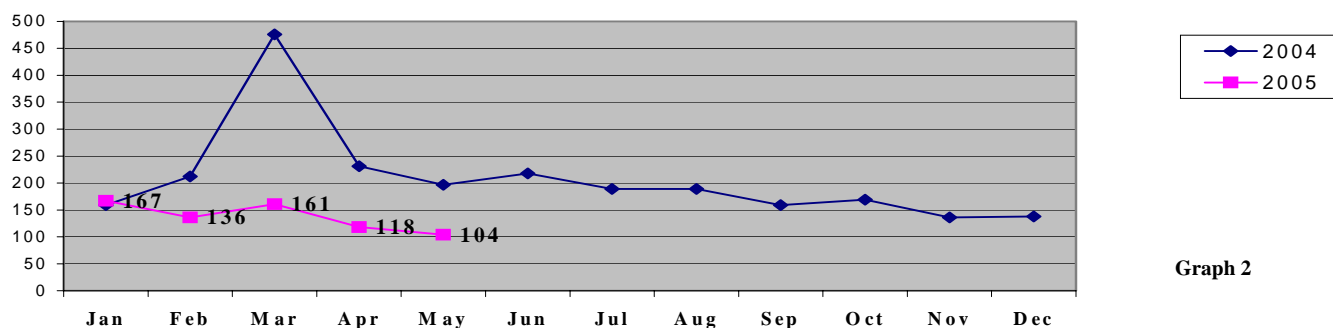
**Billing Agents**

1. ILD Telecommunications	1
2. Integretel	1

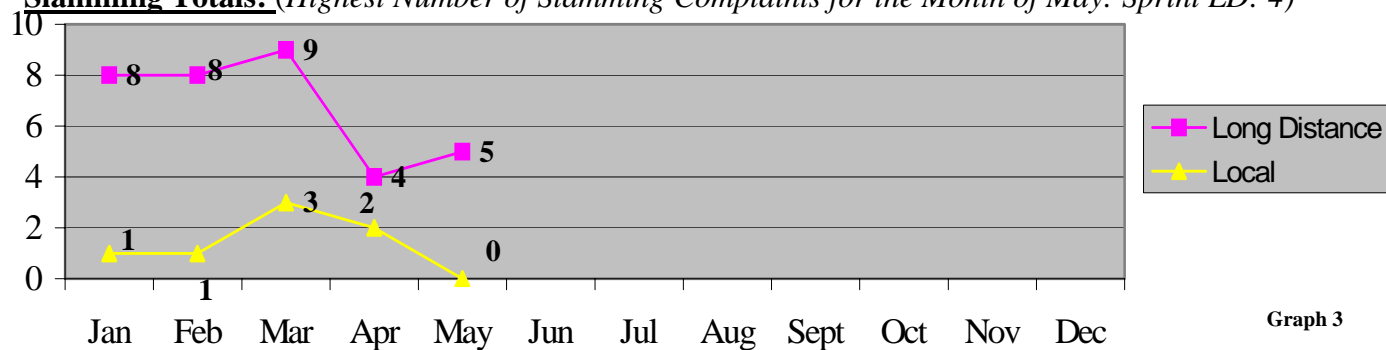
### Regulated Complaint Totals for May:



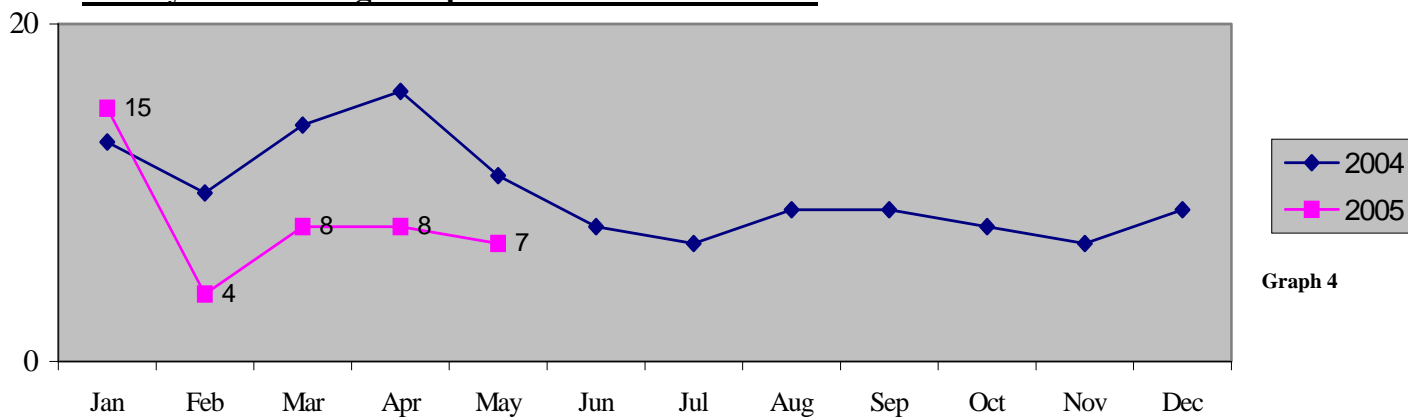
### Regulated Utility Complaints from 2004 -2005:



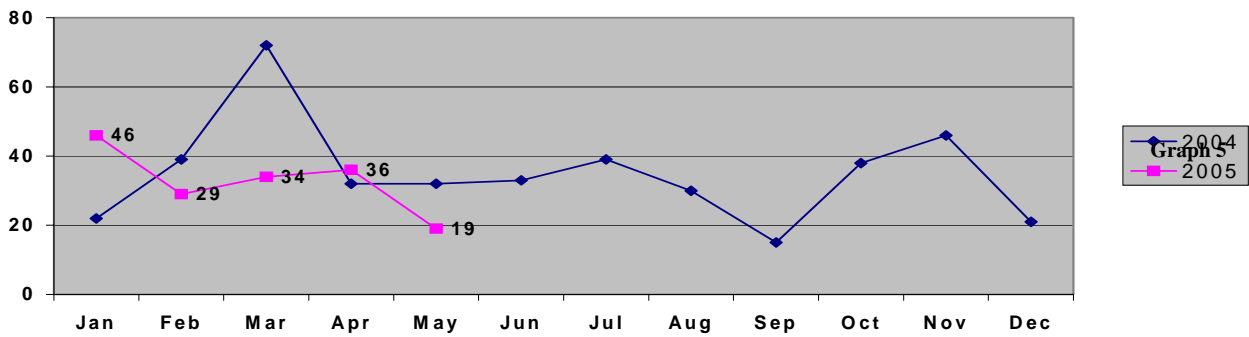
### Slamming Totals: (Highest Number of Slamming Complaints for the Month of May: Sprint LD: 4)



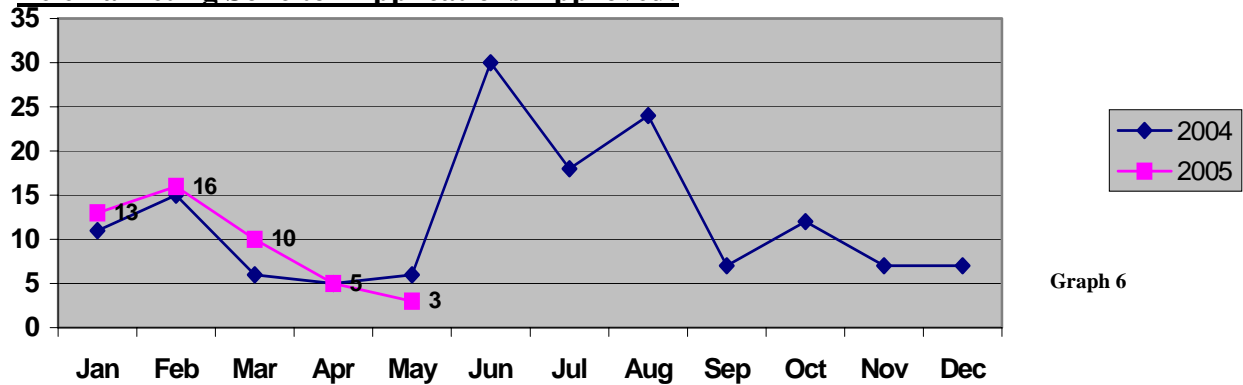
### County Wide Calling Complaints from 2004 and 2005



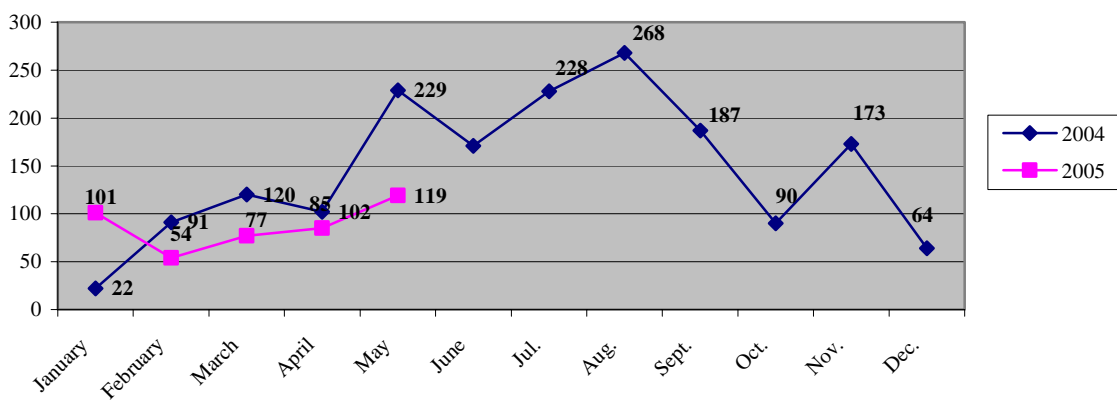
### Telemarketing Complaints: (Dura Shield & National Forex: 2)



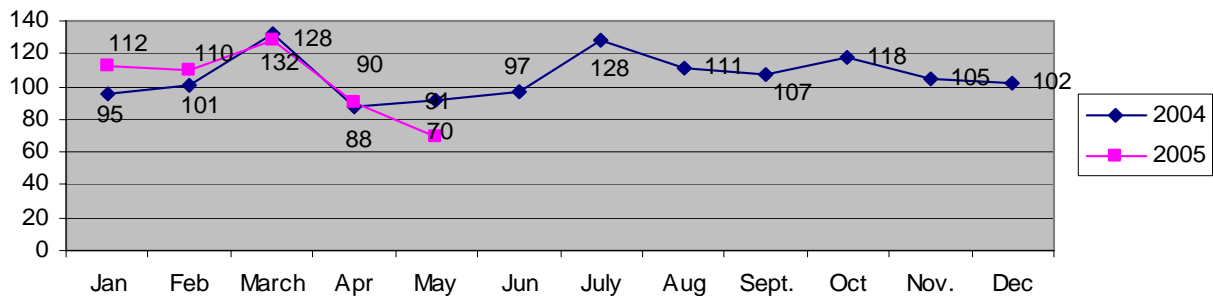
### Telemarketing Solicitor Applications Approved:



### 2005 Do Not Fax Complaints

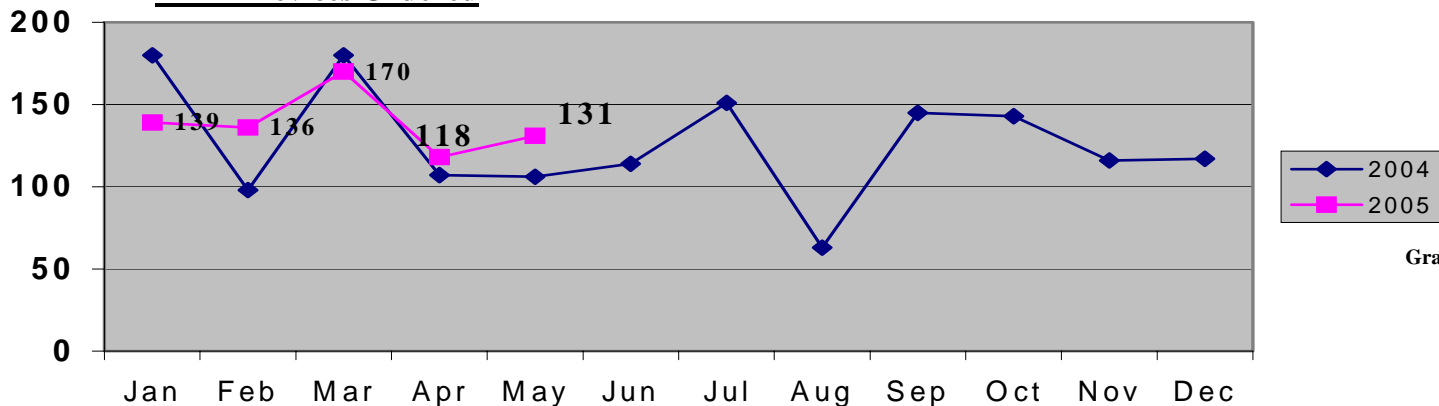


### TDAP Applications Approved



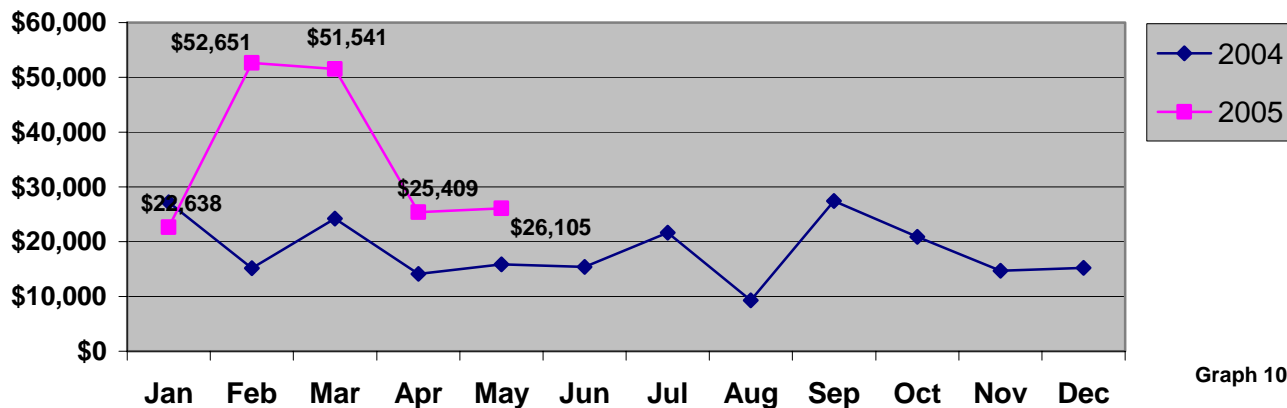
Graph 8

### TDAP Devices Ordered



Graph 9

### Total Cost of TDAP Devices Ordered:



Graph 10

